

Section 2

Service Specifications

Blueprint for Change/Neighborhood Places

I. Introduction

A. Background

The Department of Human Services, Social Services Division, Child Welfare Services Branch (Department) provides social and case management services to children and their biological, extended, foster, or adoptive families to ensure safe, nurturing, and permanent families for Hawaii's children.

B. Purpose or Need

The Department of Human Services is seeking proposals to provide voluntary services to redirect appropriate families from Child Welfare Services (CWS) to Neighborhood Place (NP) diversion services in support of the Department's mandate to protect children who have been harmed or threatened with harm by their families.

Statewide reports of child abuse/neglect have remained constant at approximately 7,000 reports during the last several fiscal years. We anticipate at least 7,000 reports of child harm in each year of the next biennium.

The Department's resources, in response to federal and state child welfare legislative changes, have been increasingly stretched to provide more services without increasing the necessary staffing and supporting resources. The amount and selection of services presently available internally, as well as in the service community, are not sufficient to meet the multiple service needs of our clients. Increased efforts are being made to develop and utilize departmental and community resources in more effective and efficient ways through purchase of service contracts, revised procedures and internal reorganization efforts.

Because of the heavy caseload, the Department is not able to provide services for every family reported for alleged child abuse or neglect or whose assessment indicate a child who has not been harmed and is not threatened with imminent harm after an assessment by the Department. Neighborhood Place services are being purchased to provide those families with a means to participate in voluntary services to resolve the issues that caused a report to be made to Child Welfare Services without further CWS intervention.

Problems within families such as substance abuse, unemployment, poverty, an

absent parent, and lack of parenting skills negatively impact family members, especially children, and may result in family violence in the form of child abuse and neglect and the consequent breakup of the family unit. Services to be accomplished under this contract include the following:

- a. Providing assistance to needy families so that children may be cared for in their own homes (or in the homes of relatives); and
- b. Promoting the formation and maintenance of two-parent families through family strengthening initiatives.

These services provided in accordance with Public Law 104-93 as amended contribute to stronger family units both now and in the next generation. This in turn provides for a safe and healthy environment for Hawaii's youth and their families.

Concerning initiative (a) above, these services will be provided to current TANF recipients and/or TANF eligible families. PROVIDER will furnish the STATE with the names of families currently known to be TANF recipients and/or the names of members of the family unit and the income of the primary wage earner so that the STATE can ascertain TANF eligibility. The STATE is requesting that listing immediately in order to determine the percentage of service recipients who are TANF eligible.

Concerning initiative (b) above, these services will be provided without regard to income or TANF eligibility.

Family strengthening activities provided through community-based neighborhood places may include but not be limited to direct services such as crisis intervention, informal counseling, early childhood education, assistance in obtaining needed resources, promotion of socialization skills, parenting groups, and parent-child interaction activities.

In addition to direct services it is critical to engage local communities and develop resources for families by assisting communities in assessing their capacities and needs for supporting families, providing workshops on the neighborhood place model, forming networks of resources for families in need, and supporting and expanding the neighborhood places throughout the STATE. In this regard it is expected that the PROVIDER will subcontract for community-based neighborhood place services in designated locations and that the local neighborhood places will work with local communities to develop resources for families.

2. Planning Activities (check all that apply):

 X Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions;

	Information from <u>other state agencies</u> on services to the same target group;
<u>X</u>	Views of service <u>recipients and community advocacy groups</u> on conditions affecting achievement of desired goals;
<u>X</u>	Views of <u>provider organizations</u> on how to improve service specifications; a request for information (RFI) process may have been used for this purpose;
<u>X</u>	Information from POS monitoring and other <u>reports</u> for current contracts; and
<u>X</u>	Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

C. Description of the goals of the service

The goals are comprised of three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. In administering and conducting the service activities, the safety of children to be served shall be of paramount concern. Service activities shall be based on the principles of family-centered, strengths/needs-based practice.

The guiding principles of family-centered based practice in the Child Welfare Services Branch are:

1. The safety of children is the paramount concern that must guide all child welfare services. Child safety must be the paramount concern when making service provision, placement, and permanency planning decisions.
2. Reasonable efforts to maintain and reunify families are important except when it is determined that the child's safety in the family cannot be assured due to certain aggravated circumstances, or after a period of 12 months of service activities, the Department shall move towards a permanent placement for the child. Thus, risk and safety assessment skills are important in maintaining the quality of child welfare services and decision-making.
3. Children should be helped to stay with their families, when safety can be assured, through the provision of timely, appropriate, quality, individualized service activities and supports that build on the strengths of children and families and are responsive to their needs.
4. Family crises provide opportunities to the families to address problems. When

timely, high quality, and appropriate services are provided to families in crisis, family members, Child Welfare Services Branch staff, and Family Courts are able to make informed decisions about biological, foster, or adoptive parents' ability to protect and care for their children.

5. Service activities must be relevant and useful for the family, coordinated, and collaborative and provided in all designated geographic areas under the contract.
6. Service activities must be competent, culturally appropriate and responsive to the strengths, needs, values and preferences of the child and family, and delivered in a manner that is respectful of and builds on the strengths of the family, the community, and cultural ties. Service activities must address the physical, social, emotional, and educational needs of the child and the family's ability to protect the child. Service activities must provide clear and attainable goals and objectives for each participant.
7. Service activities must be individualized, addressing the unique capacities and needs of each child and family.
8. Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

D. Description of the target population to be served

The STATE is committed to a safe, healthy, and nurturing community that a) values all youth and their families as productive and contributing members and b) provides opportunities for actualization of their highest potential including the formation and maintenance of two-parent families as a cornerstone for safe, healthy, and nurturing communities. In this context the target group for neighborhood place services includes:

1. Families with children who are at risk of child abuse and neglect but are not known to child protective services (CPS) and are in need of services to support and strengthen the family.
2. Families assessed by CPS with unconfirmed findings of child abuse/neglect but who are in need of supportive services to prevent child abuse/neglect.
3. Families referred to CPS that have been assessed to be in need of supportive services but are not accepted for CPS investigation.
4. Families assessed and confirmed for child abuse/neglect by CPS but needing no more than 6 months of supportive services after the CPS case is closed.

E. Geographic coverage of service

See sites listed below. Services may be expanded if additional resources become available. Assurance must be given that the following areas will be provided the full range of contracted service.

Oahu

- Central Oahu
- Waianae Coast

Maui

- Wailuku

Island of Hawaii

- East Hawaii-Puna
- West Hawaii-Kailua

F. Probable funding amounts

The contract(s) will be for a two year contract with an option to extend annually for 3 years.

The funding will be allocated as follows:

Oahu

- Central Oahu - \$
- Waianae Coast - \$

Maui - \$

Island of Hawaii:

- a. East Hawaii - \$
- b. West Hawaii - \$

II. General Requirements *(To be completed by state purchasing agency)*

A. Performance-Based Framework

1. The PROVIDER shall design, implement, and refine programs for youth and families based on research or evaluation that provides evidence that the programs used can establish and strengthen protective factors whereby children can be cared for in their own homes or the homes of relatives and/or otherwise preventing child abuse and neglect or the recurrence of such harm.

B. Specific qualifications or requirements, including but not limited to licensure or accreditation

1. The applicant shall comply with the Chapter 103F, HRS, Cost Principles for Purchases of Health and Human Services identified in SPO-H-201 (Effective 10/1/98), which can be found in the POS manual.
2. The applicants shall, in a proper and satisfactory manner as determined by the STATE, perform all work described in this Scope of Services in strict accordance with the terms and conditions of this Agreement pursuant to the Social Security Act, Title IV, Part A, as amended; Personal Responsibility and Work Opportunity Reconciliation Act of 1996, Public Law 104-193; Balanced Budget Act of 1997, Public Law 105-33; and Catalogue of Federal Domestic Assistance (C.F.D.A.) #93.558, Temporary Assistance to Needy Families (TANF).
3. The provider must assure that the delivery of services is consistent with the Departmental goals listed below:
 - a. Safety:
 - i. Decrease the number and rate of reported and confirmed child abuse/neglect incidences for the families served by the program.
 - ii. Decrease the number and rate of reported and confirmed child abuse/neglect incidences of reabuse for the families served by the program.
 - iii. Increase the number of children who are referred to CWS who are safely maintained in their homes (or in the homes of relatives).
 - b. Permanency:
 - i. Promotion of the formation and maintenance of two parent families through family strengthening initiatives and activities.
 - ii. Prevent the requirement for CWS intervention with the families referred or self referred to the program.
3. The provider must provide focused prevention, problem-solving counseling and paraprofessional service activities when referred by the Department's staff.

4. The provider must provide service activities in concurrence with the Department's statutory mandate under 45 CFR 1340, Hawaii Revised Statutes Chapters 346, 350, and 587, and Hawaii Administrative Rules and Departmental procedures. The provider must provide services in concurrence with the philosophy and treatment goals related to the safety of children and the family's ability to be protective of the child.
5. The provider, and the client, must develop an individualized program plan that addresses the safety concerns in the family and provides each family clear goals and objectives and ongoing feedback and progress reports consistent with the goals and objectives resolving the safety issues that pose a risk to the child in the home. The provider must assure that the family understands the goals and objectives and is capable of accomplishing the goals and objectives in the service plan.
6. The provider must ensure that service delivery and short and long term goals for the individuals and families served address the four competency areas listed below, depending on the strengths and needs of the families:
 - a. The parents/caregivers ability to protect the child/ren.
 - b. The parents/caregivers ability to meet the needs of the child/ren.
 - c. The parents/caregivers ability to problem-solve.
 - d. The parents/caregiver's ability to maintain the safety of the child/ren.
7. The applicant must provide reasonable accommodations to assure the applicant's capacity to deliver services to those clients with minimal English speaking abilities or physical limitations.
8. The provider must provide services on a consistent basis to families referred by CWS. Services should be provided within a reasonable time to children and families. Services must be available on weekends and evenings to accommodate families' work hours.
9. The provider must make available each service activity specified in each client's individualized program plan in the designated geographical area to the full extent of the proposed and contracted program resources and funding. Service activities for this contract include assessment, individualized program planning, child-related skills building activities, parental life skills, support activities, and referral activities, and childcare while clients receive services. Clients may be referred to some or all of the service activities listed.

10. The provider must assure and be responsible for the provision of service activities throughout the geographical area. Recruitment of staff from the specific geographic area is preferred.
11. The provider must assure and be responsible for the continuity of service activities by providing full service activity in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The provider must not require nor depend on the Department's staff to provide service activities in the event that program resources are not available due to the above situations.
12. The provider must ensure smooth transitions between service activities for families under the contract or when the contract ends.
13. The provider must connect, coordinate and collaborate with CWS and other Department resources provided within the community as well as other sources of support for the families served.
14. The provider must provide timely and accurate case documentation necessary to monitor and evaluate the quality, quantity, and timeliness of service activities to the Department's staff. The documentation must include case status reports, case discharge reports, and other documentation.
15. The provider must assure that all staff meets the minimum educational requirements as required by the Department.
16. The provider must evaluate its program by using credible and tested measurement tools for program effectiveness in achieving outcomes.
17. The provider shall conduct criminal history and CPS central registry checks and shall ensure that no employee has a record of criminal convictions or CPS involvement that would pose a risk to children or families.
18. The provider shall report any suspected child abuse and/or neglect in accordance with Chapter 350, Hawaii Revised Statutes.

B. Secondary purchaser participation

(Refer to §3-143-608, HAR)

No secondary purchases are planned. However, after-the-fact secondary purchases

may be allowed upon approval of the Department and pursuant to §3-143-608 HAR.

C. Multiple or alternate proposals (*check one*)

☒ Allowed ☐ Unallowed

D. Single or multiple contracts to be awarded (*check one*)
(Refer to §3-143-206, HAR)

☐ Single ☐ Multiple ☒ Single & Multiple

E. Single or multi-term contracts to be awarded (*check one*)
(Refer to §3-149-302, HAR)

☐ Single term (< 2 yrs) ☒ Multi-term (> 2 yrs.)

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the winning provider or providers. Questions will be accepted if submitted to the RFP contact person and received on or before the day and time specified in Section 1, Item IV (Procurement Timetable) of this RFP.

III. Scope of Work (*To be completed by state purchasing agency*)

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities (Minimum and/or mandatory tasks and responsibilities)

In a comprehensive manner using the neighborhood place model, the applicant shall conduct family strengthening activities for at-risk youth and families in each geographic area served. These activities are intended to promote the formation, maintenance, strengthening and/or re-unification of the family unit, and specifically address the areas of family and social communication, inter-personal relationships, anger management, problem identification and solving, parenting skills, and social and community responsibility. The PROVIDER shall ensure the allocation of resources for the following core service activities:

1. Intake and assessment of risk, needs, strengths, and competencies on all families referred or self-referred to the neighborhood place.
2. Information and referral to connect youth and families to existing resources and services. (It is not sufficient to provide the information to the families, the provider must also know the resources, both public and private that are

available to the families and be willing and able to facilitate the families' access and participation with those services. Assistance may be accomplished by assisting families in making out applications, going with them to appointments, advocating for the families with other providers and other "hands on" activities that will assist the families to access and participate in services and obtain other benefits.)

3. Development of an individualized program plan (IPP) for families being diverted from the Department's child protective services (CPS) system that will meet the families' needs and ameliorate the risk of child abuse and neglect. The IPP will identify goals, measurable objectives, milestones or timelines, and specific services to be provided. The IPP shall be mutually agreed to and signed by the client and the PROVIDER'S neighborhood place staff, and, as applicable, it shall be updated semi-annually.
4. Case management for CPS diversion families in accordance with their IPPs including the arrangement of necessary services and monitoring progress.
5. An array of services to prevent child abuse and neglect and divert families from the CPS system that shall include:
 - a. Crisis intervention;
 - b. Informal counseling including but not limited to relationship counseling and anger management;
 - c. Advocacy;
 - d. Education about early childhood development;
 - e. Socialization activities;
 - f. Parenting groups; and
 - g. Parent-child interaction activities.
6. Follow-up contact with families six (6) months after case closure to determine whether these families have remained safe and healthy and whether they are in need of additional neighborhood place services or the more formal CPS services.
7. Referral to CPS of any family a) that is deemed too high risk for abuse or neglect to receive neighborhood place services or b) that has an incident of abuse or neglect during program involvement.
8. Dissemination of information regarding the neighborhood place program and other resources available to strengthen families by means of workshops, trainings, and participation in community activities.
9. Maintain and expand the availability of Neighborhood Place services to communities currently served and to meet service needs identified in the future, to the extent funding and resources become available. These activities are

intended to respond to increased needs for family strengthening services that will result from the implementation of the Department's differential response system which will increase the number of families that are referred for Neighborhood Place services in lieu of being involved in the Child Welfare Services system.

1. In addition to direct services the provider will develop enhanced resources for families by providing opportunities to engage the Department and local communities to enhance collaboration and coordination between the Department and Statewide communities. The activities may include but not be limited to those listed below and other opportunities which will assist communities in assessing their capacities and developing community resources to support families, develop networks of resources for families in need, and supporting and expanding the neighborhood places throughout the STATE.

B. Management Requirements (Minimum and/or mandatory requirements)

1 Personnel

- a. Staff should have the educational qualifications and necessary training to provide the activities requested.
- b. When disagreement between the provider staff and the Department's staff exists in regard to the performance of service activities within contracted specifications, the wishes of the Department of Human Services shall prevail. Failure on the part of the provider to comply shall be deemed cause for corrective action and subject to contractual remedies.
- c. Child related skills and parental life skills and support require staff with bachelor's degree from an accredited institution or equivalent training and experience approved by the Department. Individuals must have had relevant training and experience in working with families who abused or neglected their children.
- d. Counseling activities require staff with bachelor's degree in social work or related field from an accredited institution. The department may grant a waiver for individuals who can document relevant training and/or experience in working with families who abused or neglected their children.

2. Administrative

The provider shall accept only individuals who are referred by the Department of Human Services.

3. Quality assurance and evaluation specifications

This Agreement shall be programmatically and fiscally monitored by the STATE in accordance with requirements set forth by Chapter 103F, Hawaii Revised Statutes. The STATE shall:

1. Review program services and reports, including but not limited to quarterly reports and other documents requested by the STATE, and issues applicable to the services provided.
2. Review invoices and, if applicable, review, amend, and approve budgets, budget revisions, and expenditure reports as the STATE deems appropriate.
3. Review major program service areas, such as staff qualification, organization, and effectiveness; outcomes planning, implementation, and evaluation; collaboration efforts; file maintenance and record keeping; facility accessibility, suitability, and safety; transportation and other liability issues; and consumer satisfaction.
4. Conduct periodic site visits.
5. The provider must maintain throughout the term of the contract a system of self-appraisal and program evaluation for evaluating the effectiveness of the activities provided. The evaluation process must include tools or instruments to be used to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Outcome and performance measurements

- a. Safety
 - i. Decrease the number and rate of reported and confirmed child abuse/neglect incidences.
 - ii. Decrease the number and rate of reported and confirmed child abuse/neglect incidences.

5. Reporting requirements for program and fiscal data

A. Required Program Reports:

Quarterly and year end reports in a format specified by the Department in which the provider summarizes major activities undertaken during the

report period. Data to be reported includes the number of service units provided, the number of persons serviced, accomplishments of program outcomes and objectives, problems encountered, recommendations, and proposed future activities.

B. Required Fiscal Reports:

1. Providers will submit invoices in the format provided by the Department.
2. Quarterly and year end reports listing total expenditures of contract funds, contract revenues received, collections and expenditures from program income and/or other sources of funding.

5. Pricing or pricing methodology to be used

Pricing shall be based on cost reimbursement utilizing the unit rates as specified in #7 below for budgeted costs actually incurred in delivering the agreed upon activities, up to the maximum amount specified in Section 2, paragraph. The provider shall claim units of service according to the educational background of the provider, rather than the service provided, provided that the family is in need of the service.

7) Units of service and unit rate

A unit of service is equivalent to one (1) staff hour in direct treatment or counseling. Not included are supervisory consultation, report writing, failed office visits, and travel time to and from workshops, conferences and meetings.

A staff hour is one hour of service requiring the provider to have, minimally, a bachelor's degree in social work or related field. The program coordinator, with a master's degree of social work or related field, providing direct client services can be credited with 1.14 units for each hour of direct client services provided; or One group counseling session ranging from 2 to 6 hours is equal to 5 individual units of service.

One hour of service provided by a paraprofessional or a foster parent is equal to .62 units of service, up to a maximum of forty hours per month. A specialized foster home is a home where the foster parent has received intensive training in the area of independent living services and skill building. The home must consist of only the youth requiring independent living services; or

Unit reimbursement shall be commensurate with the educational level of the provider of the activity. A professional staff hour is one hour of service requiring the provider to have masters' degree. Activities requiring a bachelor's degree will be credited and priced at .88 unit of service. Services requiring paraprofessional level staff will be credited and priced as .54 unit of service.

The provider shall propose a unit of service activity equivalent to one (1) professional staff hour. Included are direct service time provided to clients, collateral contacts such as attendance at case conferences, CWS meetings, multidisciplinary team conferences, and court hearings. Travel time related to direct client contact shall be considered a service activity only for the time spent traveling from the designated and approved provider office to the client. Not included are supervisory consultation, report writing, failed office visits, and travel time to and from workshops, conferences, meetings, staff home not designated and approved as provider office, or other travel not related to direct client contact.

The pricing methodology under this Agreement is cost reimbursement where the STATE pays the PROVIDER for budgeted costs per Attachment 3 to this Exhibit “A,” as may be revised with approval of the STATE, that are actually incurred in delivering the services specified in this Agreement up to a stated maximum contract amount.

A. IX. Pricing Structure

The pricing methodology under this Agreement is cost reimbursement where the STATE pays the PROVIDER for budgeted costs per Attachment 3 to this Exhibit “A,” as may be revised with approval of the STATE, that are actually incurred in delivering the services specified in this Agreement up to a stated maximum contract amount.

